



Army Benefits Center - Civilian

**Benefits Automated
Tracking System (BATS)**

What this program will do for you:

You will have access to “real- time” updates of employee benefits and retirement actions as well as ABC -C production information.

View specific employee actions:

- The following actions can be viewed by Individual Employee:
 - Employee/Family Member Deaths
 - Estimates
 - Retirements
 - Disabilities
 - Post 56 Military Deposits, Civilian Deposits / Redeposits
 - TSP Make-Up Contributions
 - FEGLI
 - Temporary Continuation of Coverage
 - FERCCA
 - Reconsiderations

View ABC-C production information:

- Information divided into user friendly sections such as:
 - Daily Production
 - Last/Previous Month
 - Current Month
 - Specific Date Range

ACCESS MUST BE AUTHORIZED

Log onto Army Benefits Center – Civilian <https://www.abc.army.mil> website. Locate the HR Professionals box on the homepage. Select the CPAC / HR Representative link and you will find specific information on how to obtain access as well as the System Access Nomination and Authorization Request form (SANAR).

After being granted permission to BATS, you will have access to view employees serviced by your particular Civilian Personnel Advisory Center (CPAC) or Human Resource Office (HRO).

Regional Info

Tools

SOPs

Functions

User Functions:

[Acceptable Use Policy](#)
[Antiterrorism Holiday Security Briefing](#)
[Birthday Happenings](#)
[CPOC Address List](#)
[DCPS User Manual for HRO](#)
[Email Migration](#)
[Inbox Statistics Handbook](#)
[Items for Sale](#)
[NSPS101](#)
[Outlook instructions for RPC over HTTPS \(RoH\)](#)
[PERMISS](#)
[SF8 Forms](#)
[Staff Assistance Visit April](#)
[Telephone List \(Alpha\)](#)
[Training Registration](#)
[Update Phone/Office](#)

Army Benefits Center - Civilian Functions:

[ABC Archived Updates](#)
[Call Logging \(HEAT\)](#)
[DCPDS IVRS Rejects Worked](#)
[FEHB Open Season Transactions](#)
[FEHB/FEGLI/TSP Pending Research](#)
[Net Superforms](#)
[R & S Logs](#)
[TFPS](#)
[Transaction Totals](#)
[Updates Pending](#)
[Updates With Future Dates TSP](#)
[Who Made Transaction](#)

[Accident Avoidance Training](#)
[Antiterrorism Personal Protection Guide](#)
[Branch FAX Numbers](#)
[CPRP Training](#)
[DFAS Time and Attendance Manual](#)
[Ethics Training 2010](#)
[Interest and Availability](#)
[MDCPDS Element Locator](#)
[Office 2007 Information *NEW](#)
[PAA User Guide Final](#)
[PTSD/MTBI Training](#)
[Southwest Region T-shirt](#)
[SW Area Vacancies](#)
[TFPS](#)
[Training/Conference Rm. Equipment Instructions](#)
[Vehicle Registration](#)

[Announcements](#)
[APC Migration](#)
[Change Greeting](#)
[CSR User Manual](#)
[DOIM Voice Mail](#)
[Home Computer Security Guide](#)
[ISDBay](#)
[NSPS Brief April](#)
[OPM Electronic Forms](#)
[Package Receipt Tracking](#)
[SF Form 182 Certification of Training](#)
[Southwest Region T-shirt Logo](#)
[Telephone List](#)
[Training](#)
[Update Emergency POC](#)

[ABC Downtime](#)
[Consortium Workgroup Meeting Minutes](#)
[DCPDS IVRS Rejects](#)
[FEHB Plans Dropping](#)
[GRB Assist Web](#)
[Package Contents Search](#)
[R & S Reports](#)
[Transaction Reports Annual](#)
[TSP Open Season Transactions](#)
[Updates With Future Dates FEGLI](#)
[Updates With Future Dates TSPC](#)



[Benefits Automated Tracking System \(BATS\)](#)
[CSRS & FERS HandBook](#)
[FEGLI OS Pending](#)
[FEHB/FEGLI Audit Report](#)
[IVRS System Utilization](#)
[POE/EBIS Account Reset](#)
[Status W FEHB](#)
[Transaction Reports Monthly](#)
[TSP Rejects](#)
[Updates With Future Dates FEHB](#)
[Using SuperForms Guide](#)



ARMY BENEFITS CENTER - CIVILIAN

Benefits Automated Tracking System



☐ Daily Production

☐ Current Month

☐ Last/Previous Month

☐ Specific

☒ Individual Employee

Employee SSN:

[HOME](#)

The information displayed in these reports is
subject to the laws and bylines of the "Privacy Act of 1974"

America's Army: The Strength of the Nation

SSN:

Name:

Address:

Region:

CCPO:

Macom:

Payroll Office:

UIC:

SWR

EM-Ft Riley Junction City KS 66442

BA-USA INST MGMT AGCY

OA -OMAHA, NE

W0VMAA

Heat Tickets:

<u>Heat #</u>	<u>Call Type:</u>	<u>Status:</u>	<u>Date Opened:</u>	<u>Date Closed:</u>	<u>Notes:</u>
00830299	Ret Deposit Time Military Inquiry	Closed	2009-06-08	2009-06-08	Employee received a letter from DFAS, letting her know the final amount due for her military deposit. She has changed her mind, & no longer wishes to pay the deposit. Wanted to know if she still has this option.
00816854	Ret Annuity Inquiry - High 3	Closed	2009-04-16	2009-04-16	Empl stated she thought she would get est w/ & w/o mil svc once she got calculation for mil deposit.
00813799	Ret Deposit Time Military Inquiry	Closed	2009-04-06	2009-04-06	Wanted to know where to fax her app for mil dep.
00802154	Ret Deposit Time Military Inquiry	Closed	2009-02-24	2009-02-24	Employee wants to start on her military deposit and had questions on filling out the RI 20-97.
00800798	Ret Deposit Time Military Action	Closed	2009-02-20	2009-02-20	Employee called about military buy-back
00799343	Ret Actions - Nondisability	Closed	2009-02-13	2009-02-13	Empl asked to what retirement forms does she need to retire.

Post 56 Actions:

<u>Name</u>	<u>SSN:</u>	<u>Date Received</u>	<u>Action Officer</u>	<u>Date Completed</u>
		4/6/2009		4/13/2009

Estimate Actions:

<u>Name</u>	<u>SSN:</u>	<u>Date Received</u>	<u>Action Officer</u>	<u>Less Than 1 Year?</u>	<u>Date Completed</u>
		3/27/2009		YES	4/17/2009
		1/19/2010		YES	2/16/2010

All Other Heat Tickets:

<u>Heat #</u>	<u>Call Type:</u>	<u>Status:</u>	<u>Date Opened:</u>	<u>Date Closed:</u>	<u>Notes:</u>
00859447	Inquiry	Closed	2009-09-17	2009-09-17	Employee called to request information about dental plans



ARMY BENEFITS CENTER - CIVILIAN

Benefits Automated Tracking System



ABC Post 56 Screen

SSN:	[REDACTED]	Region:	SWR
Name:	[REDACTED]	CCPO:	EM-Ft Riley Junction City KS 66442
Address:	[REDACTED]	Macom:	BA-USA INST MGMT AGCY
		Payroll Office:	OA -OMAHA, NE
		UIC:	W0VMAA

Date Received:	Date OPF Req:	Date 2nd OPF Req:
4/6/2009	4/6/2009	
Date OPF Received:	Date Initial Review:	Initial Package Complete:
4/6/2009	4/13/2009	Yes
Dt Corrected Earnings Req:	Dt Corrected Earnings Recd:	Date Completed:
		4/13/2009
Date OPF Rtd:	Action Officer:	
4/21/2009	[REDACTED]	

Remarks: 4/13/09 Faxed DFAS, sent copies/ltr, filed/rtd opf. djt Diane

Counselors: Do NOT share the information below until the information is verified in the OPF !!!!

Retirement Plan: K	Payroll Office: OMAHA, NE	TSP Status: Y
FEGLI: L0	Adj. Basic Salary: 74,797	
Basic: 77,000	Option A: 10,000	Option B: 150,000
	Option C - Spouse: 0	Child: 0
		Total: 237,000



ARMY BENEFITS CENTER - CIVILIAN

Benefits Automated Tracking System



Estimates Screen

SSN:	[REDACTED]	Region:	SWR
Name:	[REDACTED]	CCPO:	EM-Ft Riley Junction City KS 66442
Address:	[REDACTED]	Macom:	BA-USA INST MGMT AGCY
		Payroll Office:	OA -OMAHA, NE
		UIC:	W0VMAA

Date Received:	Date OPF Req:	Date 2nd OPF Req:
1/19/2010	1/19/2010	

Date OPF Rec:	Date OPF Rtd:	Proposed DOR:
1/22/2010	2/17/2010	9/30/2011

Survivor Benefit:	Military Service:	Post56 Deposit:
None	Yes	No

Retired Military:	Waiving Mil Retire Pay?:	NAF Annuity:
No		No

Date Completed:	Action Officer:
2/16/2010	[REDACTED]

Remarks: 2/12/10 BR2 ad Opt ret, Breaks-no, Temp-no. Address above is correct. Day Phone # 785-239-9485 cell 341-4495. LMB

Counselors: Do NOT share the information below until the information is verified in the OPF !!!!

Retirement Plan: K	Payroll Office: OMAHA, NE	TSP Status: Y
--------------------	---------------------------	---------------



ARMY BENEFITS CENTER - CIVILIAN

Benefits Automated Tracking System



- ☐ Daily Production
☐ Last/Previous Month

- ☐ Current Month
☒ Specific

☐ Individual Employee

Start of Report Period:

14 ▾ Feb ▾ 2010 ▾

End of Report Period:

20 ▾ Feb ▾ 2010 ▾

Submit

[HOME](#)

The information displayed in these reports is
subject to the laws and bylines of the "Privacy Act of 1974"

America's Army: The Strength of the Nation



ARMY BENEFITS CENTER - CIVILIAN

Benefits Automated Tracking System



Ft Riley Junction City KS 66442
Production Summary
14 Feb 2010 - 20 Feb 2010

	Beg. Balance	Received	Completed	On Hand
Death Actions	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Death Actions (Family)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Retirements	<u>2</u>	<u>0</u>	<u>0</u>	<u>2</u>
Disability	<u>0</u>	<u>1</u>	<u>0</u>	<u>1</u>
Post 56	<u>2</u>	<u>0</u>	<u>1</u>	<u>1</u>
Deposit/Redeposit	<u>4</u>	<u>0</u>	<u>1</u>	<u>3</u>
Estimates	<u>16</u>	<u>2</u>	<u>4</u>	<u>14</u>
TSP Make-Up Contributions	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
FEGLI	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TCC	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
FERCCA	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Reconsiderations	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>



[HOME](#)

The information displayed in these reports is
subject to the laws and bylines of the "Privacy Act of 1974"



ARMY BENEFITS CENTER - CIVILIAN

Benefits Automated Tracking System



Ft Riley Junction City KS 66442

Retirements

Beg. Balance Actions 14 Feb 2010 - 20 Feb 2010

<u>Name</u>	<u>SSAN</u>	<u>Macon</u>	<u>CPAC/ Region</u>	<u>Received</u>	<u>OPF Requested</u>	<u>2nd OPF Request</u>	<u>OPF Received</u>	<u>DOR</u>	<u>W/C</u>	<u>AO</u>
		MC	EM / SWR	11/4/2009	11/4/2009		11/5/2009	7/31/2010		
		MC	EM / SWR	2/11/2010	2/11/2010		2/16/2010	3/12/2010		

Total Actions: 2

[HOME](#)

The information displayed in these reports is
subject to the laws and bylines of the "Privacy Act of 1974"

America's Army: The Strength of the Nation



ARMY BENEFITS CENTER - CIVILIAN

Benefits Automated Tracking System



ABC Retirement Screen

SSN:	[REDACTED]	Region:	SWR
Name:	[REDACTED]	CCPO:	EM-Ft Riley Junction City KS 66442
Address:	[REDACTED]	Macom:	MC-US ARMY MEDICAL COMMAN
		Payroll Office:	OA -OMAHA, NE
		UIC:	W2P0AA

Date Pkg Rec: 2/11/2010	Date of Retirement: 3/12/2010	
Date OPF Req: 2/11/2010	Date 2nd OPF Req:	Date OPF Rec: 2/16/2010
Date Initial Review: 2/16/2010	Initial Package Complete: Yes	
Date Incomplete:	Suspense Items Rec:	
Retirement Complete: 2/24/2010	Date to Payroll: 2/25/2010	Date OPF Rtd: 2/26/2010
Type of Retirement Optional/Voluntary	Retirement Action	
VSIP: No	VSIP Amount:	Method of Payment:
Installation POC:	POC Phone:	

Retirement Code:

Action Officer: 2/19/2010

Payroll Action Officer: 2/25/2010

Summary

- Access to view internal benefit actions and ABC-C production information.
- View trends using ABC-C's production summaries monthly, quarterly, annually, etc. and make your own reports.
- Real-time information available through BATS

Overall, using BATS will increase your productivity and decrease response time to the customer

Questions?

For information not available through BATS, please contact the Army Benefits Center – Civilian - 1 (877) 276-9268.

(HR Representatives only)